

Vermont Interagency Coordinating Council

Facilitator: Heather Case, CIS Family Engagement Coordinator

Date: May 19, 2017

Location: Waterbury State Office Complex, Beech Conference Room

Time: 9:00 AM – 3:00 PM

Our Core Statement: We are the Vermont Interagency Coordinating Council. We believe in all children reaching their developmental potential. We advise and assist Children's Integrated Services. When children and families thrive, Vermont thrives.

Today's Meeting Goals:

Reflect Upon the 2016/2017 Council Accomplishments

Review & Adopt January & March 2017 Meeting Minutes

Final Review of ICC Website

Initial Review of DRAFT ICC Orientation Manual

Update Interagency Coordinating Council By-Laws

Identify 2017/2018 Council Priorities, Goals, and Activities

Present: Susan Comerford, Amanda Cookson, Andreas Koenig, Jaime Rainville, Pam McCarthy, Barbara Frankowski, Jennifer Hurley, Danielle Howes, Leslie Freedman, Susan Coburn, Patti Shane, Tracy Wells, Julia D. Ormsbee, Dana Robson, Terri Edgerton, Sue Bloomer, Karen Bielawski-Branch, Jessica Schiller, Jill Pearl

Regrets: Ruth Houtte, Toni Racine, Tony Gillam

Agenda Item	Discussion Notes	Next Steps
Welcome, Introductions, Meeting Norms	<p>We have several new members! Welcome!</p> <p>If you have not yet received formal notification from the Governor's office (or you aren't sure) a sign-up sheet was sent around so Heather can follow up to be sure your membership on the VICC is formalized.</p> <p>VICC Year in Review Highlights:</p> <ul style="list-style-type: none">✓ Development of Council Website✓ Update Council Mission (renamed Core Statement)✓ Development of Family Engagement Promotion Statement✓ Develop and Finalize Outreach Brochure✓ Increase Parent Membership (4 parents, including EI parent)✓ Increase Response Rate on EI Family Outcomes Survey✓ Experienced a Community Café✓ VICC/SEAC Training✓ Identified Strategic Recruitment Strategies for ALL✓ Build Relationships With CIS Regional Staff✓ Introduce Council Orientation Manual	<p>Use sign-in sheet to follow up on appointment applications to confirm membership on the VICC is formalized</p>
Review and Adoption of January & March 2017 Meeting Minutes	<p>Instead of reading the minutes, copies have been distributed for review. Are there any additions or corrections to the minutes?</p> <p>The minutes stand approved as read.</p>	<p>First: Jen Hurley</p> <p>Second: Amanda Cookson & Dana Robson</p>

<p>2017/2018 Council Meeting Schedule Planning and Preparation</p>	<p>Evaluate Council Operations – Questions to Consider</p> <ul style="list-style-type: none"> ✓ Membership - Who's missing from the table? <ul style="list-style-type: none"> ○ If we want a legislator we may need to have Monday meetings during the session ✓ Communications - How can council communications best meet your needs? <ul style="list-style-type: none"> ○ Use google-docs as a method to share meeting pre-work and get input and participation in lieu of all info. having to be shared face-to-face ✓ Meeting time/location/format - What works, what could be better? <ul style="list-style-type: none"> ○ Is 9am to 3pm still an appropriate length of time? ○ Are Friday's still a good day to meet? ○ Number of times to meet during year, is five too many? ○ In May, be mindful of college graduations – third Friday is bad! ○ Adjunct meeting for CIS-EI Annual Performance Report & Determinations ✓ Workgroups - How do we work together to accomplish council priorities? <ul style="list-style-type: none"> ○ Proposed Meeting themes <ul style="list-style-type: none"> ▪ Sept. (orientation, new year reboot) ▪ November (determinations???) ▪ January (back-up determinations, APR submission around narratives and SPP, federal Part C grant) ▪ March (whole CIS something...information to increase CIS funding??) ▪ May (annual priorities, by-laws, council year highlights (i.e. State of the ICC) ○ Roaming meeting locations: Chittenden, Bennington (offered to host data meeting), Franklin/Grand, Rutland, Newport <ul style="list-style-type: none"> ▪ Technology could support participation <ul style="list-style-type: none"> ○ Consider a Community Mental Health location ▪ Concern that it will be hard for council members to make remote regional locations ▪ We would need to work on logistics together to make remote meetings successful ▪ Would the meeting look like a typical full VICC meeting in a remote location? It was proposed that this group is primed to do 'work in action'. However, there needs to be a balance between visiting regions to get better input <u>and</u> getting to the work we've prioritized ▪ There is a lot going on in the field, and so having an advisory council taking that seriously is a good thing – but we would have to be very sure that the work we did as a result was meaningful: ask, what could we do together? <ul style="list-style-type: none"> ○ Consider: is there a way to partner with the PCC Peer Reviews, since often many CIS services are represented, to expand the review to consider CIS Services as well ○ We need to have a concrete purpose for going to the region 	<p>Schedule a doodle poll to determine days of the week, weeks of the month that are better than others</p> <p>Set up google-docs as a method to share meeting pre-work and get input and participation</p>
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	<ul style="list-style-type: none"> ▪ Proposal: have families & practitioners at the beginning of the meeting and the Council business happen in the afternoon. Consider devoting ½ of the day to the issues brought forward from the community and the 2nd half of the meeting be focused on Council business. Doing this might encourage participation on the VICC from more regions. This would be optimized if we use google-docs or commit to preparing ourselves prior to meetings by reading all materials sent out ahead of time. ▪ Parents are critical to be <u>involved</u> (esp. in development of the regional portion of the meeting) not just invited and present. <ul style="list-style-type: none"> ○ Meetings in regions will need to start later and end earlier to accommodate travel. ○ Mini-projects (workgroups?) – example: access to services for children who are homeless <ul style="list-style-type: none"> ▪ There are benefits to having the full group thinking together; also ▪ Smaller groups can be more nimble 	
World Café: ICC Website, ICC Orientation Manual, & Council By-Laws	<p>By-Laws Focus Questions</p> <ol style="list-style-type: none"> 1. Can you answer the commented questions in the margins? 2. What do you notice? 3. What is missing in the proposed amendments? 4. What needs greater clarification for better understanding? <p>By-Laws Notes</p> <ul style="list-style-type: none"> • <u>State Rule Direct Quote from Section E-2: language around birth through age five</u> <ul style="list-style-type: none"> ○ If truly CIS should be birth to 6 years?? (3 comments) ○ Language around “at-risk infants and toddlers” • Advising and assisting CIS Services, would really be helpful to have representatives other than State (representatives for CIS services) agency who provides services • Should we include “advocate” in the Core Statement language? <ul style="list-style-type: none"> ○ Requests for addition: 2 ○ Language like collaborate with VICC • <u>Parent Member Composition Recommendations</u>: Parents should include diversity—refugee & immigrants, New American, migrants, asylum-seekers, low socio-economic status, teen parent, • <u>Leadership Article</u>: What is the language around the Co-Chairs, do we do this? • <u>Attendance Requirements At Workgroups</u>: Not sure it is good to require this...do the attendance rules apply to subcommittee meetings? • Who are the co-chairs? Who is the practitioner co-chair? We need to clearly identify them at each meeting and clarify the language in the by-laws based on what is currently in practice <ul style="list-style-type: none"> ○ Transition of leadership, are we really doing this? • What if Heather leaves her position, we should not specify the job title of Family Engagement Coordinator, rather “CIS administrative support staff” • <u>Article VI: Duties and responsibilities...</u> add advocate 	<p>Look at other state ICC websites to see how they handle language around diverse parents</p> <p>Explore ECPC on how to orient families to participate @ stakeholder meetings</p> <p>Goggle Doc to Share SMART Goals for Determinations</p> <p>Explore further work around the Core Statement language given the feedback provided on the by-laws</p>

- Recommended Other Member – person affiliated with New American Refugee and Immigrant Families
- Paragraph 2 under Purpose and Core Statement: revisit language included on Rack Card and website around age parameters for CIS
- Should the ‘Other Members’ be spelled out in the by-laws? (i.e. BBF Rep, CIS Director, etc.)

Orientation Manual Focus Questions

1. What do you notice?
2. What is missing? (specifically section 2 & 3)
3. Please check your contact information and update reflective of your business address.
4. Any changes to the proposed Council Meeting Norms?
5. What needs greater language clarification for better understanding?

Orientation Manual Table Notes

- Can we have an up to date graphic of Vermont’s Early Childhood System so people better understand how CIS is connected/foundational?
- How does the VICC connect with BBF and Help Me Grow? We need to articulate it
- Where is the power point that told us about the ICC? That was helpful...that you showed me when I first joined
- Needs larger font
- How do SEAC and VICC connect? Can we formalize that?
- More about how CIS works, history, when/how did role expand to advise on CIS rather than just EI, scope of mandates versus advisory or other work, how do we coordinate work with other committees
 - If this is an advisory for CIS services there should be more voices on the Council that can inform all parts of CIS to get a picture more broadly of the work being done (i.e. EMH, Family Support, Nursing)
- Section V – Annual Report??
- Everywhere you see parent change to family member or caregiver
- Shift our language to reflect our reality – we need to advocate!
- Section 1: Our Goals For The Year (and include last year’s)
 - Goals, action steps, how we know when we achieve it, how to chart progress
- We need a DREAM statement in Section 1
 - We envision a world where: all children are served (literally describe the ALL (include refugee kids, homeless kids, etc.)), where all persons serving children are adequately compensated and supported, and where the legislature is our active partner in the process

VICC Website Focus Questions

1. What is your first impression?
 - a. How is the content presented?
 - b. Adequate text-to-background contrast?
 - c. Font size/spacing is easy to read?
 - d. Home-page is digestible in 5 seconds?
2. Is there too much information? If yes, what should be removed?

	<p>3. Is there not enough information? If yes, what should be added?</p> <p>4. Is there an ease of navigation from page to page?</p> <p>5. Is the Ferris Wheel a better representation all members?</p> <p>6. Is there a clear path to the application?</p> <p>7. Is there a clear path to current members listing?</p> <p>8. Is there a clear path to meeting dates and locations?</p> <p>9. Is there a clear path to contact information for the Coordinator?</p> <p>VICC Website Table Notes</p> <ul style="list-style-type: none">• Is it really accessible? Level of language may be challenging to some readers<ul style="list-style-type: none">○ Move the website to a place other than the State partner site? Branding is the issue!• Multi-language of website/brochure/manual<ul style="list-style-type: none">○ Council training/learning opportunity around refugees/New Americans• The flow of the text feels a bit chunky• Ferris wheel → parent voices is listed twice-is it supposed to be?• Ferris wheel seats look like links but aren't, parents are in 2x in the graphic• Clear path to meeting information – YES• Family page looks good – if any changes improvements considered, maybe an acronym/abbreviation page?• Ferris wheel is not user friendly on a phone—can VICC have an app in order to be more accessible by phone? Thinking about how many people access by phone – needs to be easy• Lots of good information• Wordy, dense content• The drop downs are good• Need to update some information (2014 liaisons to regions), blog 2015?• Do appointment applications upload when you press “submit”?• Develop a video – make the website fun and appeal to all learning styles• Home Page – typo in second paragraph, should be “your” not you’re” (this sentence needs to stand out more)...”Children’s” needs to be corrected in that paragraph too• The home page should include information about the purpose of the Council (e.g. inform AHS/AOE & Governor)• Ferris wheel doesn’t work on the phone (Not on Macbook either)• Statement of Purpose: “We believe...” isn’t enough → should it say “We believe and advocate...”• Need information about types of things the VICC does or works on• About us is not about the Council• Possibly change opening quote: “At the Vermont Interagency Coordinating Council we believe in all children reaching their developmental potential. Our (mission, objective, focus) is to advise and assist Children’s Integrated Services, because when children and families thrive, Vermont thrives.”• Too many words → needs more pictures and color• Shift language from visitor protocol to something a bit friendlier	
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	<ul style="list-style-type: none"> • How to Apply, About the VICC, How to Visit/Come To a Meeting, Posters Describing the VICC at Every Child Care and CIS location—describing ICC & give quarterly meeting dates and contact person <p>QIP Development Focus Questions</p> <ol style="list-style-type: none"> 1. What impressions are you left with from the March meeting? 2. How do you imagine this going next time? 3. What do you want to know as a follow-up to the QIPs? <p>QIP Development Table Notes</p> <ul style="list-style-type: none"> • One region case study: these are our strengths, these are our challenges and everyone looks at it objectively (focus on innovation and co-thinking across regions) <ul style="list-style-type: none"> ○ Issue an invitation or focus on one indicator or other data we have that is used to general support versus just federal indicators ○ Ask regions what else they would like for feedback/data shared back with them...what do regions need from the State? • An award for “most improved...” “Best outcomes in...” for each region • How does regional performance correlate to regional poverty levels? • Having providers actually present if you want the actual QIP development to begin → Regional meetings can be a piece of this • Seeing other regions data is helpful to know who regions could ask for help with an indicator • Assigning VICC members to each table and rotating among the regions → give VICC members clear instructions (this was a new process) • Different regions have very different levels of discussions • Crosswalk recruitment and retention survey with the determination data • Two months to complete the QIP is too long • Participants had received the data ahead of time but not many had looked at it • Show only take away messages, not deep dives! • Share QIPs with all regions—get permissions to share • Participant survey results from the meeting...what did they think of the meeting? • Google Doc of QIP observable/measurable goals—so others can see strong examples • RPT – one challenge and one success, testimonials • Include representatives from the ground from the ground who can directly guide work production during that meeting 	
State Updates and Announcements	<p>State Systemic Improvement Plan: updates given; we are in the implementation and evaluation phase.</p> <p>CIS Reboot: Terri shared about case rate changes coming; data limitations; inconsistency of services across the regions in the state (this can be due to funding/models/capacity)</p> <p>Regional Contract Monitoring: How does this address issues in the field re: retention of staff (pay inequities)</p>	

Review Action Planning From The February AnLar Training	<p>AnLar is a consulting company that wrote a request for proposal to complete a training and orientation session for the Vermont Special Education and Advisory Council (SEAC) and Vermont Interagency Coordinating Council (VICC). Facilitated by Kathi Gillaspie and Ariel Jacobs on February 15, 2017, 7 of the VICC members were in attendance and through a series of activities developed two groups of next steps: priority areas to improve and action items.</p> <p><u>Priority:</u> recruitment, orientation of new members, follow-up on council generated ideas, expansion from EI to CIS, updated by-laws, meeting announcements, “State of the VICC”, and gathering broader public input</p> <p><u>Action Items:</u> recruitment, orientation, State of the VICC, update by-laws, and strategic work planning</p> <p><u>Suggested Areas to Consider Prioritizing:</u> Information exchange, public awareness, referral and transition, parent involvement, staff development, program evaluation, CIS orientation for field</p>	
2017/2018 Council Priorities, Goals, and Activities	<p>VICC would benefit from a visual of Vermont’s early childhood system (CIS, Child Care, Spec Ed, Home Visiting, PCC’s, etc.)</p> <p>See ‘Rule of Thirds’ Activity Chart below</p>	
Wrap Up and Next Steps	<p>Next VICC Meeting: TBD</p> <p><u>Final discussions and the formal vote to amend the by-laws will be deferred to the September meeting to allow for a more complete dialogue and revisions to be made.</u></p>	

2017/2018 Council Identified Priorities, Goals, and Activities

Priorities	Goals	Activities
Recruitment & Retention - Turnover <=> Livable wage ***** (13) (see graphic below)	Linking directives, strengths, and advocacy	People on the Council need to understand CIS funding and the challenge around it - Have a training and create digital module for future
New Member Orientation	Refugee family rep * (1)	Provide a Community Café as a method for VICC parent participation
Idea follow-ups	Immigrant family rep	PCC Peer Reviews – expand to CIS ** (2)
Expansion EI to CIS ** (2)	Cultural responsibility – How do we set the table to be more culturally responsive and inclusive?	Get legislatures to see work on the ground (early childhood study tours)
By-laws	All goals get us to meaningful outcome(s) * (1)	Identification of children through early screening
Meeting Announcements	Opportunities to partner with families around advocacy	Statewide Parents Information Network (VICC → VFN and other organizations)
State of VICC		
Public Input		
Insufficient therapists/specialists and child care (PT, OT, ST, ABA/ESDM,...) leading to long waits or services not being delivered **** (4)		
Child Care Development Block Grant implementation in Vermont (esp. re: services for homeless children)		
Consistent services across the state ***** (15)		
CIS centric language/advising/assisting		

